



## STAR ONLINE PUBLICATION



**Case Number:** S2408000115

**Release Date:** October 2024

**Symptom/Vehicle Issue:** Park Assist Warning May Appear When There is No Object Behind the Vehicle

**Customer Complaint/Technician Observation:** The customer complains of a park assist warning that appears without any object behind the vehicle. The technician may or may not be able to confirm the concern. No Diagnostic Trouble Codes setting.

**Discussion:** The above system relies on sensor input to determine if there is an object behind the vehicle. Perform a thorough inspection of the rear bumper, step pads, and inspect for sensor or bumper damage. If there are no obvious conditions, engineering is currently working on a software update for the Park Assist Module (PAM). It has been determined PAM modules with 68583494AB level part may exhibit the issue and require a software update to 68583494AC or higher.

Do not replace any parts at this time, replacement parts that are not at the AC part level will perform the same. The field will be notified when the software or parts becomes available.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

**Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.**